



Improving Connectivity for Telehealth Providers

We know that telehealth is a vital component in Australia's ongoing response to COVID-19.

With a critical role to play in keeping our nation connected, and from our discussions with health sector stakeholders, we know providers are experiencing increased demand and that boosting speeds over the **nbn**[™] network would help them manage more online consultations at the same time.

That's why supporting telehealth is a key priority for us and part of our \$150 million COVID-19 financial relief and assistance package we announced on 17 April.

We are increasing speeds, for free

To ensure telehealth providers have the capability to manage the increase in activity during this period, those on 12/1Mbps or 25/5Mbps speed tiers are being offered speed upgrades through their participating internet providers to the 50/20Mbps or 25/5Mbps speed tiers where available, at no additional wholesale charge. This will be for a period of six months, from April until September.

The offers apply across the **nbn**[™] fixed line and fixed wireless networks.

While many telehealth providers may already have the high-speed broadband they require, this initiative is intended to help internet providers ensure that those on lower speed tiers have the capability to manage demand for multiple, concurrent online consultations from a single practice.

We are here to help

As an essential service, telehealth providers are also eligible to receive enhanced service levels, and prioritised connections and fault resolution via case management through **nbn**'s Business Operations Centre.

Who is eligible?

Registered business premises used by an appropriately qualified service provider to provide telehealth services—being any of the following medical consulting services delivered using voice or internet services over the **nbn**[™] network: GP services, medical specialist services, nurse practitioner services, mental health treatment, chronic disease management, Aboriginal and

Torres Strait Islander health assessments, treatment of eating disorders, pregnancy support counselling, treatment of residents in aged care facilities and disability services.

We are listening

nbn is consulting with remote area health sector representatives to fully understand requirements and any potential additional measures that may be required to support increased demand for telehealth consultations in **nbn™ satellite serviced** areas.

On 1 April, **nbn** introduced enhancements to Sky Muster Plus plans that mean that video conferencing platforms generally used for telehealth consultations no longer count towards monthly data download allowances.

We want you to..

Telehealth providers should contact their existing retail service provider in the first instance to discuss eligibility and to take advantage of these offers. **nbn** is a wholesale-only provider and is providing these measures as wholesale offers to internet providers as part of our COVID-19 Connectivity Relief Support Package. We expect internet providers to pass on the speed boost and enhanced business support. They are best placed to discuss your needs and ensure they are met during this time.

We're all in this together

We are regularly updating our website with information on our COVID-19 assistance package, which also includes measures to help retailers provide relief for small and medium businesses, and useful tips to make the most of your [in-home or office set up](#).

As always, if you have questions, comments or concerns, the **nbn** team is here to help.

Stay safe and well – and thank you for all that you are doing for regional and remote Western Queenslanders.

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